

**Miami-Dade Transit (MDT)
Paratransit Operations Division**

**SPECIAL TRANSPORTATION SERVICES (STS) RIDERS' MEETING
May 7, 2013 - 2:00 p.m.**

**OVERTOWN TRANSIT VILLAGE
701 NW 1ST Court, Suite 102
Miami, Florida 33136**

MEETING SUMMARY

PRESENT:

Lynnette A. Chiverton, MDT
Marcos Ortega, MDT
Ainsley Barberena, MDT
Marie Bijoux- Jean, MDT
Elizabeth Wyroba, MDT
Sidney Simpson, MDT
Dayan Rigali, MDT
Nancy Germeille, MDT
Zev Naiditch, TA
David Naiditch, TA
Beatrice Rothman, TA
John Williams, TA
George Lima, TA
Aleida Cobo, - i-Transport

Ernie Martinez, CODI
Joaquin Urquiola, i-Transport
Joanne Urquiola, i-Transport
Mr. Lodhi, STS Rider
Ms. Ladd, STS Rider
Ms. Marks, STS Rider
Ms. Hamilton, STS Rider
Mr. Lantz, STS Rider
Ms. Davis, STS Rider
Ms. Nappi, STS Rider
Mr. Cabera, STS Rider
Ms. McIntosh, STS Rider
Mr. Yarvis, CTAC
Mr. Gordon, STS Rider representative

Conference Call

Participants :

Mr. Azor, Participant
Mr. Oaks, STS Rider

Introductions:

MDT Operations Division Coordinator Lynnette Chiverton greeted meeting participants and introduced the members at the front table and the MDT employees in attendance.

MDT Updates:

Ms. Chiverton advised that this was the 37th day of STS Contract 800 and she thanked everyone for their patience as we go through some of the challenges associated with the transition. She also advised that new STS RFID EASY Cards arrived and clients should expect to see them in the mail within the next few weeks.

Ms. Chiverton stated that she was pleased with the May 2013 meeting turnout and hoped we can continue to have this type of participation in the future. Ms. Chiverton stated that the purpose of this meeting is to hear from the Riders and to give meeting participants an opportunity to speak.

ATS Updates:

Mr. Naiditch stated that April 1st was the start to the new contract and they are going through some difficult transitions. On the plus side, based on the Trapeze database his statistics show that

there is a 44% reduction in complaints coming to Transportation America and a 65% increase in average speed of calls answered. Also, there are 350 drivers and 370 vehicles, which is more than the last contract.

Ms. Chiverton opened the floor to the audience.

STS Meeting Participants:

Major concerns raised at the meeting were:

- **Lengthy routing**
- **Late pick-ups**
- **Customer Service line 786-469-5000 not answering the phone lines**
- **English proficiency of drivers**
- **Drivers discourteousness**
- **Poor condition of drivers**

Each Rider's concern was noted and will be followed up with the provider.

Next meeting: Tuesday, June 4, 2013 at 6:00 p.m.